

**Division of Enterprise Operations
Bureau of State Risk Management
Operations Program Associate – Front Desk
Position Description**

POSITION SUMMARY:

Under the general supervision of the Worker's Compensation Program Manager, this position provides program assistance and support for Program Managers in Worker's Compensation, Property, Liability, Safety and Loss Control, and for the Administrative Unit of the Bureau of State Risk Management. The position provides the primary support to the Worker's Compensation Section. The position processes vendor bills in PeopleSoft, maintains and orders office supplies; processes daily mail; organizes and maintains highly technical file storage through the State Records Center; performs claim entry into the Risk Management Information System (RMIS) ; serves as the Bureau receptionist; answers inquiries and corresponds with state agencies and other customers regarding workers compensation claims; maintains office equipment; and performs a variety of financial procedures, such as running reports, importing and exporting files from the RMIS system, creating checks and maintaining financial records. This position assists in the preparation and success of the annual Risk Management Conference.

The position requires knowledge of office support techniques, operation of personal computers and use of Microsoft programs and basic office mathematical calculation and related skills. The Program assistant will be a key member of the Risk Management team and must be capable of effective interpersonal communications and teamwork as well as analyze difficult problems and make independent decisions. The position requires the ability to communicate clearly and politely on the telephone and in emails, to manipulate keyboards and calculator keys, to bend, squat, stoop, stretch on an occasional daily basis, and lift at least 40 pounds occasionally. The position also requires an ability to cope with meeting deadlines and consistently producing timely and accurate information. The position spends approximately 40% per day and occasionally 75%, working on the computer, and approximately 5-10% of each day on telephone calls.

This position will manage an assigned portion of worker's compensation medical only claims. This position will receive claims for compensation from State Agencies along with supporting evidence. This position will review medical records, all accident reports and witness statements to approve, suspend, or deny medical only claims within the statutory guidelines set forth by Chapter 102. The position will answer claim inquiries from Agency Workers Compensation Coordinators, Human Resource Directors, Supervisors, Claimants, Attorneys, Physicians and other parties.

GOALS AND WORKER ACTIVITIES:

45% A. Bureau Program Support

A1. Provide program and administrative assistant support for Program Managers in Worker's Compensation, Property & Liability, and Safety & Loss Control.

A2. Set up new Worker's Compensation claim file folders and enter new lost time claims into DWD Claim system, daily. Assign lost time claims to Examiners.

A3. Receive and promptly open, stamp, sort, and deliver mail and faxes. Provide for express mail services and keep the Bureau advised as to mail policies and procedures.

A4. Maintain Bureau office equipment including faxes and printers. Call for repairs when necessary.

A5. Maintain adequate supplies (e.g., toner), ordering service and general maintenance calls as needed. Maintain repair logs and a file showing equipment specifications (serial number, model, etc.) and service call information.

A6. Provide receptionist functions. Answer inquiries from employers, vendors, and others by accessing Marsh ClearSight and identifying claim numbers and adjusters, social security numbers, payment status, and other required information.

A7. Answer main Bureau telephone and address questions, or route calls to appropriate party within the Bureau.

A8. Manage secure front door entry.

A9. Procure, stock, and maintain Bureau supplies.

A10. Assist with yearly Risk Management Conference held in November of each year.

A11. Perform Records Center Duties for Worker's compensation including pulling monthly files from shelves and sending and retrieving files from records center.

A12. Assists with coordinating van pool driver training and risk management supervisor's training.

40% B. Manage and audit the claims payment process and computerized claims management functions

B1. Run payment export and import files between Enterprise Claim system and PeopleSoft, Marsh ClearSight system on assigned days.

B2. Create Payment Requests in PeopleSoft STAR system for third party vendors to reimburse Medical Bill Review and for Prescription Card Program.

B3. Ability to locate payment documentation in past payment files.

B4. Access the State of Wisconsin, STAR Vendor system to review and update RMIS vendor system to ensure accurate payment process and export of payment file. This is to include assistance of this duty to delegate agencies.

B5. Pick up worker's compensation, property and liability single payment checks from Bureau of Financial Management.

B6. Assist Claim Examiner's with payments, mailings, copying, or other tasks as requested.

B7. Perform other duties as required.

15% C. Provide claims management to assigned state agencies by reviewing, adjusting, and approving or denying worker's compensation claims and related payments

- C1. Analyze claims to determine causal relationship to work activities and coverage under worker's compensation law and advise worker's compensation coordinators of decisions.
- C2. Manage standard medical only claims through appropriate claim management, monitoring claims activities, and closing claims promptly.
- C3. Request medical information from agency worker's compensation coordinators and providers for determination of compensability before benefits are paid.
- C4. Review, approve, and make timely payments for claim costs.
- C5. Answer inquiries from employees, providers, vendors and others about claim status and payment status.
- C6. Accept or deny medical only claims, explaining reasons for each denial and the employee's right to appeal under WC law. Notify the employer and providers of denial.
- C7. Identify and take appropriate action on any medical or administrative barriers (red flags) which may prolong or increase costs of disability and medical treatment, or delay end of healing.
- C8. Request medical and chiropractic peer reviews, utilization reviews and independent medical evaluations, to determine appropriate treatment plans and payments.

Knowledges, Skills, and Abilities:

- 1. Effective written and verbal communication skills.
- 2. Excellent customer service skills.
- 3. Analytical and problem-solving skills.
- 4. Strong organizational skills.
- 5. Ability to work independently and prioritize multiple work assignments.
- 6. Ability to understand and administer relevant laws, rules, regulations and policies and procedures pertaining to worker's compensation benefits.
- 7. Ability to work well with diverse groups in a team environment.
- 8. Proficiency in Microsoft office products (Word, Excel, PowerPoint and Access).